



MISSOURI VETERANS COMMISSION



State of Missouri
Department of Public Safety

ANNUAL REPORT

House Bill 43
56th General Assembly March 4, 1931

AN ACT
Fiscal Year July 1, 2006 - June 30, 2007
Creating the office of State Service Officer

That upon this act becoming effective the Governor of the State of Missouri, by and with the advice and consent of the Senate, shall appoint a State Service Officer, who shall have served in the military forces of the United States of America, for a term of four years, and shall be subject to removal by the Governor for cause.



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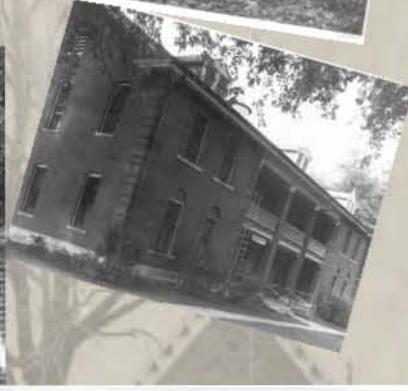
Federal Soldiers Home - St. James, Missouri
established 1896



Confederate Soldiers Home - Higginsville, Missouri
established 1891

In 1897 Missouri assumed financial control and oversight of two private soldiers homes, beginning a legacy of supporting our nation's Veterans...

...a legacy that has stood the test of time



Director's Comments

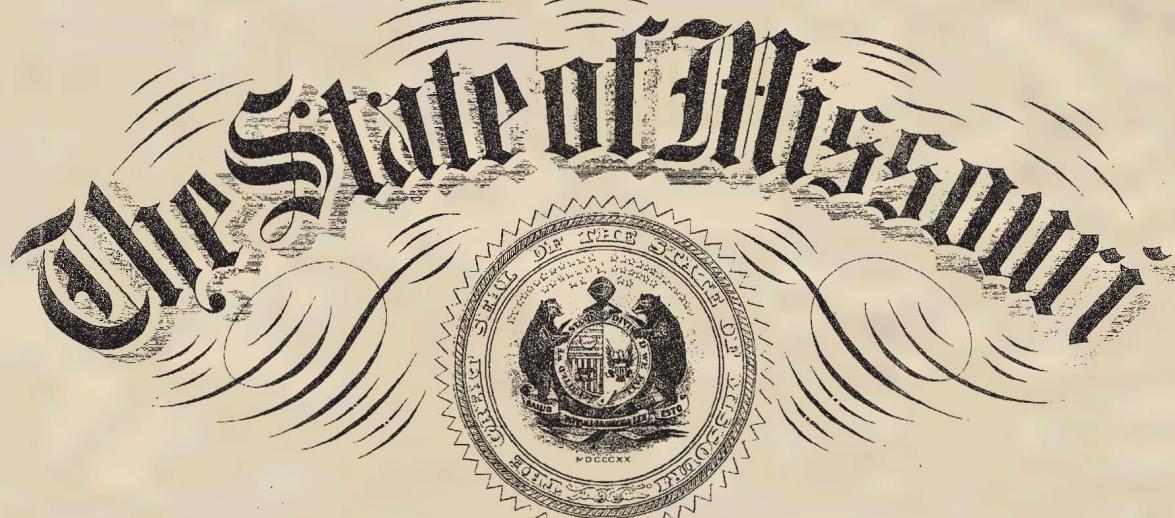
Missouri has a long tradition of honoring and serving its Veterans. This tradition started in 1897, when the State took over operations of the Federal Soldiers Home in St. James and the Confederate Soldiers Home in Higginsville. These homes were initially managed by the Board of Eleemosynary Institutions, and later by the Department of Health and Welfare until 1950 when the Confederate Home closed, and 1974 when the Federal Home in St. James was transferred to the Division of Veterans Affairs.

The Missouri Veterans Commission has its roots in the passage of House Bill 493 which in 1931 established the first State Service Officer, whose appointment can be seen on the facing page. Over 75 years, this office has expanded and changed from one Service Officer, to the Division of Veterans Affairs after World War II, to its replacement by the 1989 creation and establishment of the Missouri Veterans Commission.

Today, the Missouri Veterans Commission manages seven long term skilled nursing homes, four state Veterans cemeteries, provides benefits assistance through its Service Officers, and has outreach programs for Minority Veterans, Women Veterans, and Missouri's newest Veterans and their families impacted from active duty during the Global War on Terror.

In this report, you will see glimpses of the past, a picture of our present, and visions for the future. Here's to another successful 75 years!

*Hal Dulle
Executive Director*



TO ALL WHO SHALL SEE THESE PRESENTS, GREETING:

Know Ye, That, reposing special trust
and confidence in the integrity and ability of
Wm. F. Beach Jr.

I, HENRY S. CAULFIELD, Governor of the State of
Missouri, on behalf and in the name thereof,
do hereby appoint and commission him
State Service Officer,

of the State of Missouri, for a term ending Sept, 14, 1935,
or until his successor shall have been appointed ^{and}
qualified and do authorize him to discharge
according to law, the duties of said office, and to hold and
enjoy the same, with all the powers, privileges and
emoluments thereto appertaining.

In Testimony Whereof, I hereunto set my hand and cause
to be affixed the Great Seal of the State of Missouri. Done at the
City of Jefferson, this 15th day of September A.D.
Nineteen Hundred and Thirty-one.

BY THE GOVERNOR:

Henry S. Caulfield

Chas. A. Dugay
SECRETARY OF STATE.



THE FIRST COMMISSION (1989)



James Whitfield



Dean Riley



Paul Gray



Stanley Cox



Frank Green



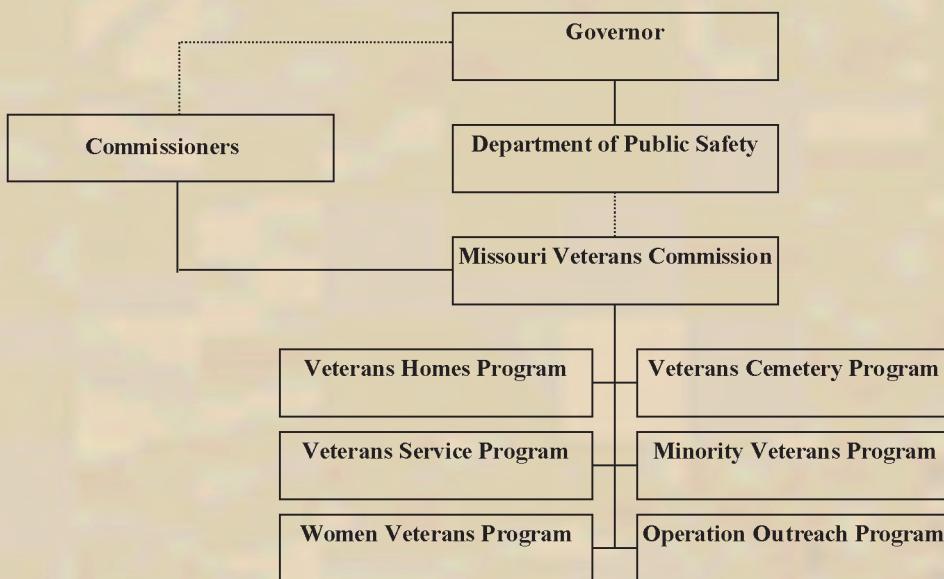
Bernadette A. Miller

Joseph J. Frank

2007 COMMISSION

Organizational Chart

State of Missouri Department of Public Safety Missouri Veterans Commission



Dunmoor Mansion, home of William James - St. James, Missouri

Funding

Veterans Commission Capital Improvement Trust Fund Statement of Receipts and Disbursements Fiscal Year 2007

Beginning Cash, July 1, 2006	\$8,520,379
Receipts	
Transfers from Gaming	\$6,000,000
Federal Department of Veterans Affairs Construction Grant Reimbursements	\$2,884,459
Interest	\$443,902
Burial Reimbursements from VA (Springfield, Higginsville, Jacksonville, Bloomfield)	\$216,600
Other	\$262
Total Receipts	\$9,545,223
Disbursements	
Construction	\$2,723,222
Cemetery Operations (Springfield, Higginsville, Bloomfield, Jacksonville)	\$1,467,496
Veterans Service Officer Grants	\$750,000
Fringe Benefits and Cost Allocation Plan	\$541,938
St. James Personal Services	\$22,008
Information Technology Operating Expenditures	\$13,266
Medals and Medallions Personal Services	\$37,800
Medals and Medallions Operating Expenditures	\$30,811
Total Disbursements	\$5,586,541
Net Receipts (Disbursements)	\$3,958,682
Ending Cash, June 30, 2007	\$12,479,061



Home Fund Statement of Receipts and Disbursements Fiscal Year 2007

Beginning Cash, July 1, 2006	\$3,975,120
Receipts	
Federal Department of Veterans Affairs -Per Diem, CBOC Leases, Travel	\$26,992,757
Resident Charges	\$24,667,034
Cafeteria Sales	\$225,001
Interest	\$292,489
Refunds	\$10,443
Purchasing Card Rebates	\$25,253
Other	\$37,889
Total Receipts	\$52,250,866
Disbursements	
Personal Services	\$32,924,110
Fringe Benefits	\$15,950,563
Homes Operating Expenditures	\$2,619,804
Cost Allocation Plan	\$785,875
Information Technology Operating Expenditures	\$572,393
Central Office Operating Expenditures	\$91,209
Total Disbursements	\$52,943,954
Net Receipts (Disbursements)	-\$693,088
Ending Cash, June 30, 2007	\$3,282,032

Veterans Trust Fund Statement of Receipts and Disbursements Fiscal Year 2007

Beginning Cash, July 1, 2006	\$422,415
Receipts	
Tax Check-Off	\$72,353
Interest Income	\$19,457
Direct Donations	\$4,129
Total Receipts	\$95,940
Disbursements	
Professional Development	\$45,823
Veterans Benefits Awareness Program	\$22,085
Transfers	\$701
Total Disbursements	\$68,609
Net Receipts (Disbursements)	\$27,331
Ending Cash, June 30, 2007	\$449,746

Veterans Service Program

With the passage of House Bill 493 in 1931, the Missouri Legislature authorized the establishment of a State Service Officer. At the time the program was created it consisted of one person.

In 1943, an assistant and a clerical position were added. The program greatly expanded in 1944 when 41 assistants and 16 clerical positions were added. The program expanded again to its all time high in 1947 with the employment of 80 assistants and 34 clerical.

In 1965 the name of Assistant State Service Officer was changed to Veterans Service Officer (VSO) and the program consisted of 41 VSO and 26 clerical positions. Since then the program has grown and contracted based on legislative priorities.

A new category of personnel was added in 1981 with the hiring of the first Veterans Service Assistant (VSA). The hiring of VSA's continued until about 1988. Currently the Program employs 41 VSO and 9 clerical personnel.

Through the Veterans Service Program, the accredited Veterans Service Officers and Assistants provide counseling and assistance to Veterans and their dependents throughout the state. Not only do these trained professionals counsel Veterans on available Department of Veterans Administration and State Veterans Benefits, but also complete and submit claims applications with all necessary documentation. Currently there are approximately 543,000 Veterans living in Missouri, and they are all potential clients.

Veterans benefits for which assistance is provided include, but are not limited to, application for Compensation (service connected disabilities); War-time Pension; Education and Training; Vocational Rehabilitation and Employment; VA Health Care eligibility; Home Loan Guaranty; Life Insurance; Burial Benefits; and Survivor Benefits (Dependence and Indemnity Compensation, Death Pension, Education, Home Loan Guaranties); and any other VA benefits and/or those offered by the State. Assistance is also provided in locating proof of service; military medical and service records; birth and death



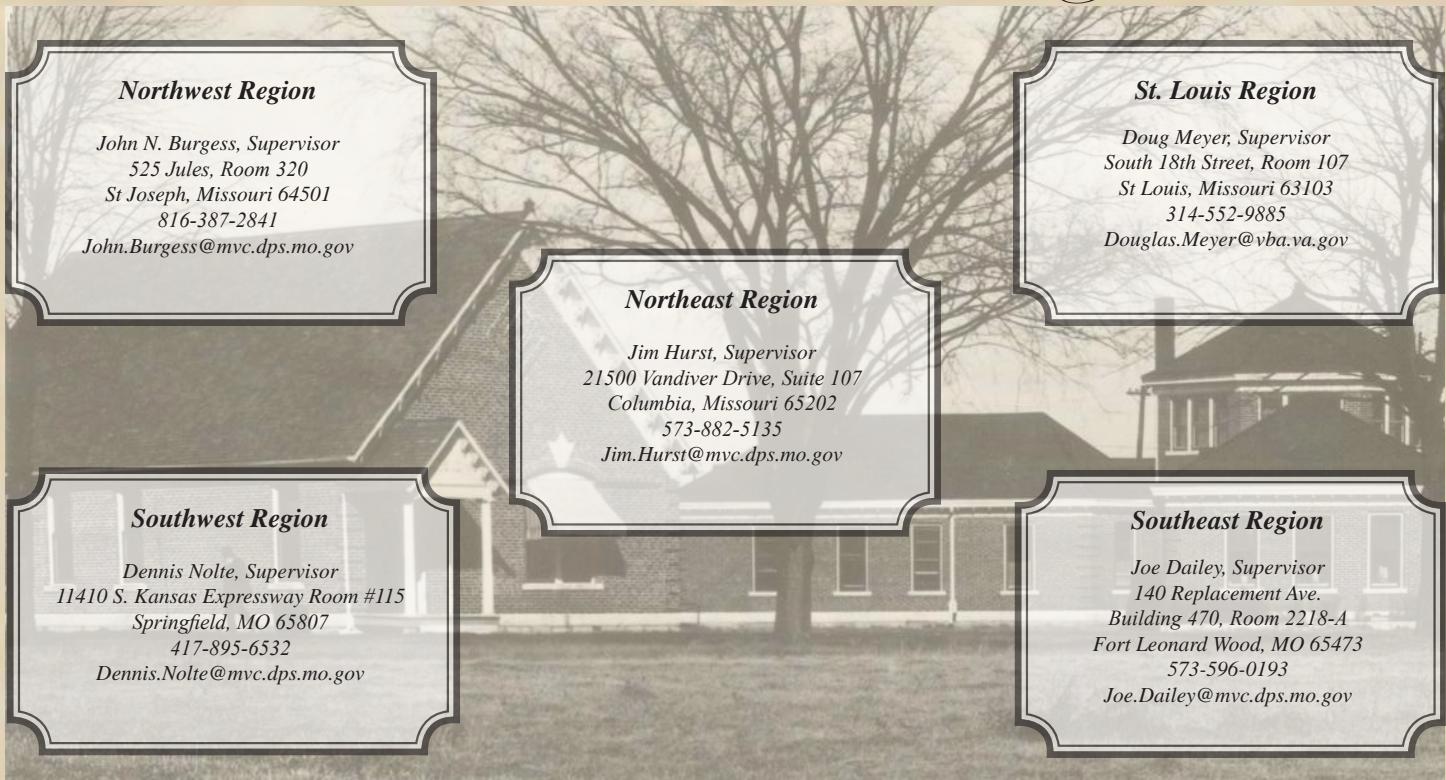
*Representative Roy F. Beaman
Introduced HB 493 in 1931
Appointed 4th State Service Officer in 1942*

certificates; and other documentation needed to file claims for Veteran benefits. Service Officers are also available for any follow-up work necessary with the VA to obtain the maximum amount of benefits due any eligible Veteran and/or dependent.

Service Officers work closely with the MVC Homes as many of the Veterans coming into our Homes are eligible for compensation, pension, and health care from the VA.

Accredited Veterans Service Officers are located in almost every county to make services available to Veterans close to their homes. Accredited Veterans Service Officers and Assistants are also available to groups interested in Veterans benefits. These qualified personnel may give presentations and instruction regarding the benefits for which Veterans may be eligible as a result of military service in the U.S. Armed Forces.

Veterans Service Program, Regional Offices



Veterans Service Grant Program

In 2001, the Missouri Veterans Commission began the Veterans Service Grant Program. In its first year, the program awarded over \$400,000 in grants to six Veterans Service Organizations. This program has allowed the Commission to assist Veterans Service Organizations as well as city and county agencies in Missouri to continue providing services and assistance to Veterans.

In subsequent years the total grant amount was raised to \$750,000 and allowed the Veterans Service Organizations to provide additional service officers and community resources for Missouri's Veterans. In Fiscal Year 2008, the Commission received authorization to increase to \$1 million the total amount grantable to Veterans Service Organizations, cities, and county agencies. A portion of this grant allowance will be used by Veterans Service Organizations to provide additional outreach.



Operation Outreach

For 75 years, the Missouri Veterans Commission has been dedicated to assisting and taking care of our nation's Veterans. In 2004, the Commission began helping current service members and their families with the creation of Operation Outreach, a program that addresses the extraordinary and immediate needs of those supporting the Global War on Terror (GWOT). Operation Outreach can be described with the following four words: advocate, educate, navigate, and coordinate.

Advocate

Operation Outreach has advocated directly for over 1,200 individual cases since its inception. This includes advocating to meet the unmet needs of Missouri's deployed service members, families and new Veterans returning from the GWOT.

Operation Outreach also advocates through increasing public awareness of the issues affecting Missouri's Veterans by providing policy input nationally and statewide as well as through outreach activities such as the Support Your Troops/Missouri Veterans Commission 75th Anniversary celebration held at the State Capitol in April 2007 where we recognized those currently serving and the 543,000 Veterans living in Missouri.



Educate

Operation Outreach staff provide educational briefings to service members, their families and Veterans in regards to finances, medical needs, family issues, transition benefits, employment issues, access to federal and state benefits and benevolent resources, as well as information on Post Traumatic Stress and Traumatic Brain Injury. Thousands of National Guard and Reserve Veterans and Service Members have been briefed as well as hundreds of family members.

Navigate

Our staff also assists service members and their families in navigating the complex federal and state systems as well as national benevolent organizations and Veteran service organizations. This assistance helps GWOT service members, Veterans and their families create and coordinate successful life plans to enhance their quality of life during and after military service.

Coordinate

Resources of close to \$1 million have been coordinated to support the unmet needs of GWOT service members, their families and Veterans. These resources come from outside the State of Missouri's General Revenue Fund. Twenty-one homes have been kept out of foreclosure to date in addition to several families receiving assistance in paying bills, car repairs, and other emergency needs.

Operation Outreach continues and will continue to support Service Members, Families, and Employers – the Triad of Patriots who protect America's values.



For more information, contact:

*Pat Rowe Kerr
Director, Operation Outreach
State Veterans Ombudsman
573.522.4220/cell: 573.462.9531
pat.kerr@mvc.dps.mo.gov*

Minority Veterans Program

As the Missouri Veteran's Commission celebrated its 75th year of serving Missouri's Veterans, a new program was established to reach underserved Minority Veterans and ensure that benefits awareness reached those Veterans in every community in the State of Missouri.

Officially established in 2006 as a pilot program located at the Fletcher Daniels State Office Building in downtown Kansas City, the Minority Veterans Program is designed to contact all ethnic minorities consisting of the following minority groups:

- African Americans
- Alaskan Native/Hawaiians/Pacific Islanders
- Asian Americans
- Hispanic Americans
- Native Americans/American Indians

The mission of the program is to inform Minority Veterans about Veterans benefits, encourage them to apply for earned benefits, successfully refer them to a Veterans Service Officer and to work/advocate with the Veterans Administration on Minority Veterans issues.

The program promotes Veterans Administration programs, benefits, and services for eligible Minority Veterans and surviving spouses of Veterans. The Minority Veterans office also serves as a resource center for the exchange of information for the



betterment of Minority Veterans, as well as expanding services available to all Veterans regardless of race, color or gender.

With the establishment of this program, our Veterans will have another advocate dedicated to providing assistance and support to submit claims for eligible benefits. It is our goal to expand the program next to St. Louis, and then throughout the State.

Committed to serving Veterans, the Minority Veterans Program conducts and participates in events that reach out to all Veterans. Some of the activities and events that were conducted and planned to assist Veterans include Benefits Awareness Fairs, Town Hall Meetings, Focus Group Meetings, Candle Light Vigils, Stand Downs, and outreach through community networks.



For more information, contact:

Rebecca Bradley
Minority Veterans Coordinator
615 E. 13th St. Mailbox #13
Kansas City, MO 64106
816.889.3081/816.565.1342
Rebecca.bradley@mvc.dps.mo.gov

Women Veterans Program

History has proven that women have always stepped up to the call of duty, going so far as to disguise themselves to be able to serve their country. Even after women were permitted to serve in WWI, WWII, and Korea, many men and women, even those who served, felt that after the war, women should return to being wives, mothers and caregivers. Therefore, because of the cultural mores of the time, many of our women who served in WWI, WWII, Korea and even Vietnam do not feel they are Veterans because they did not go off to war or carry a weapon.

The mission of the Women Veterans Program is to facilitate proactive leadership and services for Women Veterans, their dependents and survivors in Missouri. With that mission in mind, in FY 2007 the Missouri Veterans Commission transformed a passive program into a very active program, educating our leadership on the unique issues Women Veterans face and taking that knowledge to incorporate those needs into the services provided to our Veterans.

Missouri has worked hard to educate our Women Veterans about the benefits they have earned. The Commission's first Women Veterans conference was held on November 3, 2006 in St Joseph, and in an effort to reach all of the 35,373 known Women Veterans in Missouri, over 20 events across the State were attended by the Women Veterans Coordinator. Additionally, a quarterly newsletter reaches not only our Women Veterans, but others across the nation and has been recognized as one of the best Women Veterans newsletters by the Veterans Administration.



The Missouri Veterans Commission now has on-line registration and a web site dedicated for Women Veterans. There are currently over 377 in the state registry and more than 516 newly discharged Women Veterans have been contacted. According to the VA Regional Office, approximately 3,328 women in Missouri are drawing pension or compensation, bringing \$32,182,026.00 into Missouri annually.

In May 2007, Missouri was honored to be the host for the National Association of State Women Veteran Coordinators (NASWVC) conference held in Branson. State Coordinators from 33 states attended along with several guest speakers from Washington, DC bringing the latest information on Women Veterans programs and benefits. Many long hours and coordination paid off when the conference made national news and the executive committee of NASWVC commented that no other host state had accomplished as much for the conference and NASWVC. By all in attendance, it was a resounding success.



For more information, contact:

*Karen S. Etzler
Women Veterans Coordinator
525 Jules, Room 320
St. Joseph, MO 64501
816/387-2841
Karen.Etzler@mvc.dps.mo.gov*

Veterans Homes Program

Well into our second century of service, the Missouri Veterans Homes Program has a rich history of caring for Veterans. The quality of care and the satisfaction of our Veterans speak to our trademark reputation for excellence as skilled nursing care providers – past, present and future.

The Missouri Veterans Commission Homes Program operates seven exemplary Veterans Homes whose mission is to ‘honor and serve the Veterans whose dedication and sacrifice have preserved our nation and its freedoms.’

The seven Missouri Veterans Homes manage a total of 1,350 beds that provide long term skilled nursing care in compliance with 157 Federal Department of Veterans Affairs regulations. The Homes are located in Cameron, Cape Girardeau, Mexico, Mt Vernon, St. James, St. Louis, and Warrensburg.

To be eligible for admission to a Missouri Veterans Home, a Veteran during their lifetime must have lived in Missouri for 180 days, meet the criteria for Veteran status established by the United States Department of Veterans Affairs, and require institutional health care services. Eligibility and admission decisions are made by a team comprised of the Administrator, Physician, Director of Nursing, Social Worker, Veterans Service Officer, and other professionals as needed.

Missouri Veterans Homes offer excellent volunteer opportunities for individuals or groups who would like to serve Veterans. In FY07 volunteers gave 132,239 hours of their time for Missouri Veterans Homes residents.



Junior volunteers at Missouri Veterans Home - Mexico

We are pleased to report that our greatest asset, our employees, continued our trademark reputation for excellence as skilled nursing care providers again this year. Missouri Veterans Homes have 1,538 employees and are an employer of choice in their areas. This is evident in that 251 employees have worked for us 5-10 years; 104 for 10-15 years; 44 for 15 -20 years; 33 for 20-25 years; 4 for 25-30 years.



Resident Council meeting

Each Home recognizes an Employee of the Month. The Missouri Veterans Commission has chosen 10 Missouri Veterans Homes employees as its Employee of the Month and the Department of Public Safety named Linda Christian, Mexico, as its Employee of the Month in October 2006 and Karon Schmidt, Cape Girardeau, as its Employee of the Month for April 2007. Sandra Porter, St Louis, and Leilania Hill, Mt Vernon, were awarded the Department of Public Safety Meritorious Award in March and June 2007 respectively. In addition, Karon Schmidt, Cape Girardeau, was recognized at the Governor’s Office in June 2007 as the State Employee of the Month.

The Missouri Veterans Homes Program will continue to operate centers of excellence that provide the highest quality of skilled nursing care and quality of life for our Veterans. To this end, each Home is accountable for maintaining regulatory compliance, validating resident and family satisfaction and achieving stellar outcomes as we honor and serve Veterans.

For eligibility determination, questions about admission to a Missouri Veterans Home, or to pursue volunteer opportunities, applications and information are available from any of the Homes or on our website www.mvc.dps.mo.gov.

Cameron Home

*Celia Reed, Administrator
1111 Euclid
Cameron, MO 64429
816/632-6010
Celia.Reed@mvc.dps.mo.gov*

Cape Girardeau Home

*Jan Rau, Administrator
2400 Veterans Memorial Drive
Cape Girardeau, MO 63701
573/290-5870
Jan.Rau@mvc.dps.mo.gov*

Mexico Home

*Cheryl Tolbert, Administrator
#1 Veterans Drive
Mexico, MO 65265
573/581-1088
Cheryl.Tolbert@mvc.dps.mo.gov*

Mt. Vernon Home

*Don Long, Administrator
1600 S. Hickory
Mt. Vernon, MO 65712
417/466-7103
Don.Long@mvc.dps.mo.gov*

St. Louis Home

*Michael Barth, Administrator
10600 Lewis & Clark Blvd.
St. Louis, MO 63136
314/340-6389
Michael.Barth@mvc.dps.mo.gov*



*W. D. Crandall, First Administrator
Federal Soldiers Home
March 1896 - 1899*

St. James Home

*Patty Faenger, Administrator
620 N. Jefferson
St. James, MO 65559
573/265-3271
Patty.Faenger@mvc.dps.mo.gov*

Warrensburg Home

*Eric Endsley, Administrator
1300 Veterans Road
Warrensburg, MO 64093
660/543-5064
Eric.Endsley@mvc.dps.mo.gov*

Missouri Veterans Homes History



1891 – Confederate Soldiers Home established in Higginsville



1896 – Federal Soldiers Home established in St James

1897 – Federal Soldiers Home & Confederate Soldiers Home transferred to State of Missouri.

1950 – Confederate Soldiers Home closed after last Confederate veteran passed away at age 108

1979 – Federal Soldiers Home renamed the Missouri Veterans Home



1983 – Missouri Veterans Home – Mt Vernon established in unused wing of the State Chest Hospital



1985 – Missouri Veterans Home – Mexico established

1990 – Missouri Veterans Home – Cape Girardeau established



1993 – Missouri Veterans Home – St Louis established



1996 – Dedication of Missouri Veterans Home – St James replacement facility on the 100th anniversary of its establishment



2000 – Missouri Veterans Home – Cameron established



2000 – Missouri Veterans Home – Warrensburg established



2004 – Opening of new facility for Missouri Veterans Home – Mt Vernon



Veterans Cemetery Program

Although the Missouri Veterans Commission has served Veterans and their families for 75 years, the cemetery program is relatively new. The first two cemeteries, Springfield and Higginsville began operation in 2000. In 2003, two additional cemeteries were established in Bloomfield and Jacksonville. Since that time, 4,994 burials have been completed and 15,845 Veterans and dependents have made formal requests for future burial. A fifth cemetery, adjacent to Ft. Leonard Wood, is planned for 2010. The success and rapid expansion of the cemetery program is a reflection of the Missouri Veterans Commission's past 75 years of commitment and service to Missouri Veterans.

Our cemeteries commemorate almost 100 years of military service, from World War I to the present. The inscriptions on the carefully aligned headstones provide a poignant reminder of service and sacrifice. The physical attractiveness of each cemetery is also a solemn testimony to our belief that we have a sacred obligation to honor those men and women who have served our nation so well, in war and in peace.

Interment services are provided to Veterans, their spouses, and eligible dependent children. There is no charge for any of the services provided. These services include:



- opening and closing of the grave
- provision of a concrete grave liner
- upright granite headstones
- personalized optional inscription on headstones and niche covers
- full military honors for the Veteran
- perpetual care

Those who choose cremation have the choice of in-ground burial or placement within a columbarium niche. Pre-registration for future planning purposes is also available for Veterans and their eligible family members.



Eligibility criteria is the same as that for a national cemetery. The Veteran must have been discharged from active duty under conditions other than dishonorable and have completed the required period of service as required by law. Members of the Reserve or National Guard also qualify for interment if they are eligible for retirement pay as a result of 20 years creditable service. There is no residency requirement for interment in a Missouri Veterans Cemetery. U.S. citizens who served in the armed forces of a government allied with the United States during wartime may also be eligible.

If you wish to learn more about the Missouri Veterans Cemetery Program, please contact or visit one of the cemeteries listed or go to the Missouri Veterans Commission website at www.mvc.dps.mo.gov.



Higginsville Cemetery

*Jess Rasmussen, Director
20109 Business Highway 13
Higginsville, MO 64037
Phone: 660-584-5252
Fax: 660-584-9525
Jess.Rasmussen@mvc.dps.mo.gov*



Springfield Cemetery

*Steven Maples, Director
5201 South Southwood
Springfield, MO 65804
Phone: 417-823-3944
Fax: 417-823-02852
Steve.Maples@mvc.dps.mo.gov*

Jacksonville Cemetery

*Jerry Quigley, Director
1479 County Road 1675
Jacksonville, MO 65260
Phone: 660-295-4237
Fax: 660-295-4259
Jerry.Quigley@mvc.dps.mo.gov*

Bloomfield Cemetery

*Ken Swearengin, Director
17357 Stars and Stripes Way
Bloomfield, MO 63825
Phone: 573-568-3871
Fax: 573-568-3421
Ken.Swearengin@mvc.dps.mo.gov*

“Show me the manner in which a nation or community cares for its dead and I will measure with mathematical exactness the tender sympathies of its people, their respect for the laws of the land and their loyalty to high ideals”

William E. Gladstone

The First Cemetery: St. James

Missouri's first state run Veterans Cemetery was created in 1902 at the Federal Soldiers Home in St. James.

Respectfully maintained by the Missouri Veterans Home - St. James, only residents of the St. James Veterans Home and their spouses may be interred in the cemetery.

For more information or to visit and tour this historic cemetery and chapel covering the Civil War through Vietnam, contact the St. James Veterans Home at 573-265-3271.



Cemetery at St. James circa 1920's. The Chapel is to the right.



Outside the Chapel, a memorial lists the names of those interred

Missouri Veterans Commission - Today and Tomorrow



The officer, immediately after his appointment, and each succeeding officer, shall familiarize himself with all laws, both Federal and State, relating to the rights of ex-service men and their dependents. That said service officer shall disseminate among veterans of all wars living in the state of Missouri information concerning their rights under the laws of the United States and the rule and regulations of the United States Veterans Bureau; shall aid all veterans and their dependents residing in the state of Missouri in properly preparing, presenting, and prosecuting their claims for compensation, pensions, insurance, hospitalization, rehabilitation, and all other matters in which they may have a claim for an award against the United States or any State, and shall prosecute said claims to conclusion, and shall aid the United States Veterans Bureau in properly adjusting all such claims.

The said service officer shall have a seal of office and shall be authorized to administer oaths in connection with all applications and matters pertaining to claims of any nature against the United States or any State under any of their laws pertaining to the rights of veterans.

***Missouri Veterans Commission
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573-751-3779
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